

Updated Brief Date: May 19th, 2020

Initiative: Updated Cancellation Program

Name: Cruise with Confidence

Launch Date: Wednesday, May 6th 2020 / Public Announcement 10:00 AM Eastern Time

Some Background

On March 6th, 2020 Celebrity Cruises launched a new program allowing guests flexibility in booking their cruise vacations. The original program allowed guests sailing through 7/31/20, up to 48 hours prior to sailing, to reschedule or cancel their cruise in exchange for Future Cruise Credit. On March 30th the program was extended to sailings through 9/1/20. On May 6th we will be launching an enhanced program with additional features as outlined below for **all** existing sailings, as well as new sailings booked by August 1st, on voyages through 5/4/22. As of May 6th, all other Cruise With Confidence programs will be replaced with the latest version.

Core Policy Elements

Booking Window: May 6th – August 1st | Launching Wednesday, May 6th, 2020 @ 10 AM

- **For all existing bookings and new bookings made through August 1st.**

Applicable Sailings: All Sailings Through May 4th, 2022

Offer Options:

Flexibility: Guests may cancel or change their cruise up to 48 hours prior to sailing.

- For cancellation within any phase of penalty, refunds will be issued as Future Cruise Credit (FCC) for the full cruise fare amount.
- In order to receive 100% FCC the booking must be paid in full.
- For cancellation outside of penalty, refunds will be issued to the original form of payment.
- **Nonrefundable Deposit Bookings** – If cancelled outside of penalty, the full deposit amount will be returned (without penalty) in the form of an FCC. If cancelled within any phase of penalty, the cruise fare including full deposit (without penalty) will be issued as an FCC.

Reschedule For Next Year (Lift & Shift): For guests ready to re-book an alternative cruise.

- We will protect their original cruise fare price/promotion when selecting an alternative sailing of the same itinerary type, ship series, cruise length and stateroom category within 4 weeks of the original sailing date.
 - Taxes, Fees, Transfers and Pre/Post Cruise Hotel or Air fare rates are not included in the price protection.
 - The same ship series must be rebooked with the exception of ML or SL Series which can be interchangeable.

▪ Booked ML Series	Rebook ML or SL Series
▪ Booked SL Series	Rebook ML or SL Series
▪ Booked EG Series	Rebook EG Series
▪ Booked Flora	Rebook Flora
▪ Booked Xpedition	Rebook Xpedition

- The decision to reschedule a booking for same time next year can only be made once and must be actioned by 8/1/20. Bookings for 2021 sail dates may shift to 2022 sail dates as long as the decision is made by 8/1/20.
- If shifting within a penalty period, penalties will move with the booking. If the booking is cancelled at a later date original penalty amounts will apply.
- Only guests originally booked on a Christmas or New Years' Holiday sailing may move to a Christmas or New Years' Holiday sailing the following year.
- Bookings on sailings now suspended may also move to a sailing same time next year at the rate paid but they will forfeit the additional 25% issued within the FCC.
- Nonrefundable Deposit bookings may move to the same time next year without a change fee, however, all penalties will move with the booking.
- Bookings previously cancelled and issued an FCC under earlier CWC programs may not be reinstated to participate in the "Lift & Shift" option.
- **Alaska Cruisetour** guests may Lift & Shift to next year's Alaska season while taking advantage of price and promotion protection. To qualify, the required Lift & Shift criteria must be met, while also ensuring that the future booking's Cruisetour length is the same as the original. Guest interested in a different Alaska Cruisetour than the one originally booked can be accommodated as long as the Cruisetour lengths align and space is available. Alaska Cruisetours and Canadian Rockies Cruisetours are not interchangeable.
- Any group booking opting to Lift & Shift to an FIT Booking the following year will lose all GAP amenities both travel partner and guest facing.

Best Offer Guarantee: Guests may change their price and/or promotion up to 48 hours prior to cruise.

- Guest must call their Travel Partner or Celebrity Cruises to request a change of price or promotion.
- Guest may change their offer as many times as desired up to 48 hours before sailing.
- For bookings within final payment, any amounts owed will be refunded in the form of nonrefundable Onboard Credit, for bookings outside of final payment, any amounts owed will be refunded to the original form of cruise fare payment.
- Bookings made after August 1st will be covered with our existing Best Price Guarantee policy.
- Certain price programs will be excluded from the policy. See excluded pricing types below.

Extension of Expired FCCs

Celebrity will now extend guests' expired FCC's to 12/31/20, instead of 10/31/20, if they choose to take advantage of our CWC program. Here are the details:

- **Who:** Guests that currently have an expired FCC on their booking and choose to take advantage of our CWC program.
- **What:** We'll extend their FCC's expiration date to 12/31/20. This is a book by date. They can select any sailing they'd like.
- **Additional Details:** FCC is not stackable.

Applicability

- All existing bookings and new bookings made by August 1st will qualify for the Best Offer Guarantee and the ability to cancel in exchange for a Future Cruise Credit, 48 Hours Prior to Sailing.
- For guests who have booked refundable airfare through Flights by Celebrity and wish to modify their sailing date, Celebrity Cruises will handle all re-accommodations and waive change fees.
- Bookings made with FCCs from suspended sailings will also benefit from the new Cruise With Confidence policy.
- All FCCs issued under the new Cruise with Confidence program must be redeemed by December 31, 2021 or 12 months from the original sail date (whichever is longer) and can be used on sailings departing on or before 5/4/22.
- The New Cruise With Confidence program does not apply to chartered sailings.

Price Programs Excluded from Best Price Guarantee and Reschedule For Next Year (Lift & Shift)

- TA rates
- TAFF
- CUGs
- EMP / EMP family fares
- Family / Friend rates
- Charters, group contracted rates, rates quoted via Siebel
- Select Agent fares
- Opaque Fares
- Net Rates (deep discount, tactical nets and Net Rate)
- Perishable/Strategic Certificate (offer)
- Seminar at Sea

Communication Plan

- Email to booked guests within PCP stream.
- Tile within promotional emails to prospective guests.
- Updated Homepage Lock-up
- Updated Web Landing Page
- Updated FAQs
- Trade Communication via The Celebrity Commitment

Legal Approved Terms and Conditions:

Celebrity Cruises' ("CEL") "Cruise with Confidence" program allows individual guests and guests in non-contracted groups who booked a cruise on or before August 1, 2020, for cruises sailing between June 12, 2020 and May 4, 2022, to cancel their cruise up to 48 hours prior to the vacation start date and have the option to either (i) receive a Future Cruise Credit equal to the full amount of the cruise fare the guest paid for their cruise, or (ii) move their booking to an eligible alternate sailing and receive our "best price guarantee" for the re-booked sailing, or (iii) opt in for our "best price guarantee" on their current sailing. "Eligible alternate sailing" means a booking in the same stateroom category sailing with CEL on the same product (itinerary) and cruise length scheduled within four weeks before or four weeks after the date of the original sailing but in the subsequent year. For those sailings, CEL will protect the guest's original price and/or promotion so long as the guest moves the eligible booking to the alternative sailing on or before August 1, 2020. Only existing bookings on holiday sailings may be moved to alternate holiday sailing dates. If CEL's "best price guarantee" results in a decrease in the guest's cruise fare inside final payment, then the difference will be provided to guests in the form of a non-refundable onboard credit for use on the eligible alternative sailing. If CEL's "best price guarantee" results in a decrease in the guest's cruise fare outside final payment, the difference will be provided in a rate adjustment. For more details about CEL's best price guarantee program, visit <https://www.celebritycruises.com/company/customer-support/best-price-guarantee>. "Vacation start date" means the date of the earlier of: (i) the scheduled embarkation of the cruise; or (ii) any pre-cruise hotel stay or Cruisetour package associated with the cruise and booked through CEL. If the guest chooses to move their booking to an eligible sailing in the subsequent year, any penalties previously assessed based on the prior sailing's penalty schedule will follow the booking to the new sailing. The Future Cruise Credit portion of the "Cruise with Confidence" program will only apply to bookings for named guests for which cruise fares have been paid in full. To receive the benefit of "Cruise with Confidence" guests must opt-in by calling CEL at 1-800-437-3111. If the guest opts to cancel his/her cruise, a Future Cruise Credit (FCC) will be issued for the cruise fare amounts paid to the cruise line. The FCC is non-transferrable and may not be redeemed for cash. The FCC's value may be applied toward the cruise fare due on a new booking, on Celebrity for a sailing that is the later of on or before December 31, 2021, or 12 months after the date that the guest cancelled their original sailing. All bookings are subject to availability at the time of the request. If not used on or before the expiration date, the FCC will automatically expire and have no cash value. Restrictions may apply on stateroom category and applicable pricing and promotions. Guest will remain responsible for paying the applicable deposit amounts, taxes/fees, port expenses and gratuities (if applicable) for the new booking. Program does not apply to chartered sailings or contracted group bookings. CEL reserves the right to correct any errors, inaccuracies or omissions at any time without prior notice or liability. Offer can be withdrawn at any time without notice. ©2020 Celebrity Cruises Inc. Ships' registry: Malta and Ecuador.